



Complaint About Health Claims

Levente Csikós [REDACTED]
To: lsmith@truthinadvertising.org
Cc: [REDACTED]

Fri, Jan 20, 2017 at 9:01 AM

Dear Mrs. Smith,

Flavon USA, LLC. has received the attached notification letter from you, representing Truth in Advertising, Inc.

First of all, I offer my apologies for the delay in our response, due to outdated contact information HQ has only received said notice on 18.01.2017.

We have remedied this discrepancy & have also already contacted the DSA regarding this issue, signalling our intent to fully comply with the request.

Our company is entirely committed to comply with all applicable laws, regulations & recommendations regarding its activities, both on a federal & state level.

We are also equally committed to uphold the DSA Code of Ethics.

Our Independent Flavon Consultant Agreement (signed by each IFC) and our Organizational & Operational Regulations both explicitly prohibit making any forbidden health related statements about Flavon products.

Furthermore, with the signature of above mentioned documents, all Flavon Network Members acknowledge & accept the fact that they are solely responsible for adhering to the currently applicable federal & state laws, as well as our Policies, and any deviation from this constitutes a serious breach of contract.

Aside from the above, we have our own department constantly on the lookout for unappropriate posts/claims on the internet regarding our products, who are also taking action to have these removed as they are found.

Nevertheless, it is nigh impossible to catch everything as the web is such a big virtual space.

We are determined to do what we can to protect our good name & brand in the US market.

I have carefully examined all the documented complaints collected by TINA.org, and have reached the following conclusions:

- I kindly ask you to submit to us the exact internet links to the postings in question, as well as the names and/or login names used to make these posts, to be able to ask for their removal.

The links in TINA.org's repository for Flavon only contain items saved to your server, and do not show the originating weblink, which is needed to have the content removed.

- Also, it is clear to determine that several postings were made outside of the USA and/or contain video footage captured outside of the USA, made by non-US citizens, thus we ask that these be removed from the complaint & your website as well (as US law does not apply in this case).

We'll be submitting a complete list of these for you, although we need to receive the original internet links first.

- For reference, it is unauthorized to make pictures or audio/video recordings of private company events, such illegally created and/or obtained recordings cannot constitute the basis for a legal claim.

We will do all in our power to have this content removed.

- Many posts date from several years prior, it remains to be seen if these are indeed still online (we are awaiting the exact internet links from you to determine this).
- **We would like to clarify that it has not been established that any of these individuals are indeed Independent Flavon Consultants, and as such we cannot accept responsibility for their actions.**

Even if they were, we cannot reasonably be held accountable for someone else's actions, as all our relevant documentation clearly states this behaviour is unlawful & unaccepted by Flavon USA, LLC., which all Members are introduced to & accept before joining the network.

In any case, we will do our utmost to have the content removed to comply with current legislation & the DSA Code of Ethics, as well as to protect our brand image.

Should it come to light that the individuals in question are indeed Independent Flavon Consultants, we will take appropriate additional action according to our Policies & Procedures.

I am also in discussion with our USA based legal counsellor over this matter, to make sure we are doing everything in our power.

It is my sincere hope that you are satisfied with the actions Flavon USA, LLC. is taking to remedy the situation, which we take very seriously.

I kindly ask you to update the below pages on TINA.org to clearly say that „Flavon USA, LLC. has been in touch with TINA.org, as well as the DSA, to remedy the situation & fully comply with current legislation in the USA”.

<https://www.truthinadvertising.org/dsa-ignoring-illegal-health-claims/>

<https://www.truthinadvertising.org/mlm-health-claims-database/>

<https://www.truthinadvertising.org/flavon-health-claims-database/>

Thank you very much for your cooperation, we are eagerly awaiting your response to be able to proceed with the removal of the inappropriate content.

Yours truly / Cordialement / Üdvözettel,

Levente CSIKÓS

Commercial Manager

Flavon Group Kft.

H-4033 Debrecen

Veres Péter u. 19.

Mobile: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Web: www.flavonmax.comFacebook: www.facebook.com/flavonmaxklub

FLAVON



Kérjük gondoljon a környezetre, mielőtt kinyomtatja ezt az e-mailt!

Please consider the environment before printing this e-mail!

Pensez à l'environnement SVP avant d'imprimer cet e-mail!

Ez az üzenet személyes/bizalmas információt tartalmazhat, és kizárolag a címzett(ek)nek szól. Amennyiben tévedésből jutott Önhöz, kérjük, értesítse a feladót, és az üzenetet törlje rendszeréből.

Amennyiben nem Ön ennek az üzenetnek a szándékolt címzettje (vagy ilyen személyhez való eljuttatásának felelőse), ezt az üzenetet nem másolhatja vagy juttathatja el más számára.

Kérjük azonnali értesését, amennyiben Ön vagy munkaadója nem járul hozzá ilyen jellegű üzenetek fogadásához. A jelen üzenet küldőjének elektronikus levélcímére való üzenetküldéssel

Ön hozzájárul ahhoz, hogy a levél tartalmát a Flavon Group Kft. címzetten kívüli kijelölt munkatársa megismerje. A Flavon Group Kft. nem vállal felelősséget jelen elektronikus levél vagy csatolmányai hibás vagy hiányos továbbításából vagy engedély nélküli felhasználásából eredő esetleges károkért.

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